

## FAQ

### ***How many party rooms do you have?***

Fresko has two party rooms – the smaller room is called Executive Room and the larger is the Gathering room. Each room has minimums. Rooms that are combined have a combined minimum listed here:

<https://cloudconnectlinks.weebly.com/packets.html>

### ***Do you have a room rental?***

We do not have a room rental, but we do have a room service fee of \$50 + room minimums, time limit restrictions, automatic gratuity (20%), and 7% tax. You can download minimums here:

<https://cloudconnectlinks.weebly.com/packets.html>

### ***What is the max seated for dinner in the private rooms?***

About 45 is the max for seated dinner in our private rooms. Or with a cocktail setup and food stations, we can go up to 60. We do **not** have a buffet option for dinner entrées.

### ***We have a smaller group; do we have to pay the room minimum?***

Yes, if you can't make the minimum, we suggest a regular non-private reservation (if we have openings). Room service fee (\$50) is added to all parties.

### ***What if we do not reach the room minimum?***

If you can't make the minimum, we suggest buying a bottle of wine to take home. We do require the minimum to be met.

### ***Could we order anything on the menu?***

We do have event specific menus that are slightly limited from the main restaurant menu – this way your group can have the best service. We can create a custom menu too. Please contact us for these details.

### ***Can we make special requests or modifications to the menu?***

We do offer menu changes however nothing that would be direct conflict with our fresh philosophy. For our larger private events, we are not able to modify items nor offer specific temps for steaks/burgers – the host will set the meat temp for the group. We will modify for allergies or dietary restrictions.

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***Can we have an after-wedding brunch?***

We would require RSVP from your guests so that we can plan the correct number of staff, table/chairs, and food prep. We do not allow an open-house style ordering off the menu with separate checks. You can host an open house with appetizer stations for an open house, however, we do suggest still getting an RSVP – you would be responsible for the room minimums – you can reach it by having appetizers and drinks.

***What if we do not hit the room minimum?***

The room minimum would need to be met by the host, if not, we may suggest buying some wine to take home.

***Do you have auto gratuity? What about split checks?***

Groups of 10 or more have auto gratuity and then groups of 15 or more must be on 1 check – or evenly split amount a couple hosts. Alcohol may be separate checks, contact us for the best setup for this.

***Do you have a kid's menu?***

Yes, please email to request it. We have ice cream as a dessert for kids or sorbet if they cannot have milk.

***Do you have a cake cutting fee?***

There is a cake cutting fee / outside sweets fee (for any dessert brought into the restaurant) of \$2.50 per person that includes cutting, plates, and forks or for \$3.50 it can include ice cream as well.

***What if we cut the cake and provide plates, etc.?***

There is a cake cutting fee of \$2.50 is still charged.

***What if it's not cake – but some other sweet item (cookies, cupcakes, etc.)?***

There is still an outside sweets fee of \$2.50.

***Could we have a private bar?***

If you have a larger group with a full bar access, we can setup a bar in the room. We can also have a table with featured wine and bottled beer for easy access. Or with a featured cocktails.

***Are we able to pay by separate checks?***

We do not have an option for separate check in our private dining spaces for food but we can for drinks.

***What is the deposit amount to book the space and what is the preferred payment option?***

We no longer take a deposit but do require a signed BEO. You are responsible for cancellation. We will need a card on file at the 1 week before date.

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**What is your cancelation policy?**

If you cancel before 1 week, you'll be responsible for 10% of the room minimum. If you cancel less than a week before the total room minimum is due (no tax or gratuity). If we are shut down due to covid restrictions by a government mandate, we will reschedule or cancel with no fees. If your company shuts down due to Covid you'll still be responsible for the minimums. Final charges are based on the room minimum and/or the final guest count (whichever number is higher). Final number for events are due 7 days before. For Chef's menu's 2 weeks before.

**When should I book?**

For groups over 25 – 2 weeks minimum notice. Ideally, 30 days for all events.

**How do we tour the party rooms?**

Tours with the event coordinator are setup using the link below. If you need a tour outside of the times, please use the comment section to request that. If a tour cannot be coordinated during your ideal times, then you're welcome to stop in anytime during open hours and ask for a manager on duty to give you a tour. They may not be able to answer all your questions, but you can then setup a call/visit after with the event coordinator to go through those. It's best to give management a heads-up if you plan to stop in – this way they can be prepared to greet you.

<https://form.jotform.com/212151149197050>

**Do you have A/V?**

We do have TV's in our event rooms. You can bring a computer that is compatible with an HDMI cable (or the proper convertors) – you can then attach your computer to the respective screens. Please bring a computer and proper cords.

**Note: We do not have tech people on-site, we can provide you with the remotes but it's the responsibility of (you) client to trouble shoot.**

*What about sound?*

We do have overhead music and we are happy to mute it during toasts, speeches, announcements, etc. With the size of the room, you may not need a microphone, however if you wish to add one, please email us for a quote.

**Where is parking?**

Parking is located on the street between 12<sup>th</sup> to 8<sup>th</sup> and Locust or 9<sup>th</sup> / Also, there is a free lot after 4pm it's located between 9<sup>th</sup> and 10<sup>th</sup> on locust (see the map below). Note: If all is full there is a pay garage too, please reference the map on the link below for its location:

<https://cloudconnectlinks.weebly.com/parking.html>

**Do you offer valet?**

Fresko does not offer valet, you can connect Keck Parking to order valet services.

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**Do you have hightop tables?**

We do not have high top tables for our party room, we do have high tops in our bar area but they aren't able to be moved into the party room as they are used for bar seating. We can rent high tops with linens for you. Please email us to request a quote.

**Do you have linens?**

We do not have linens in-house, but we can bring them in for you. Please email us for a quote.

**Are we able to get happy hour prices or weekly specials inside the private rooms?**

Unfortunately, those specials aren't available in those rooms.

**Do you have any in-house décor?**

We do not have in-house décor but rather partner with Out of Box Productions for any linens, flowers, candles, drape, or other décor items you may need.

**Do you have décor restrictions?**

We do not allow confetti, glitter, or feathers - items that would attach to any surfaces, and any large install of items without pre-approval. Please email us your décor plans for approval.

**Are we able to have a tasting?**

If you are a regular at the restaurant, then you may not need a tasting as the menu will be very similar to our event menu. If you'd like a tasting, we can provide one once we have a signed BEO. We limit the tasting to 3 entrees' (or apps if having an appetizer only event) but you can purchase more if you wish. These are complimentary after your BEO is signed. If you wish to have a tasting before providing the signed agreement then you'll be charged for each entrée, but we can provide a \$50 gift card after booking the room to compensate you for the earlier tasting. Alcohol and tips aren't included – a 20% gratuity will be added to your ticket.

*Here's how we handle tastings - You'll make a dinner reservation on the website (<https://www.freskodsm.com/>) for the date/time of your choosing. You'll want to email me that date/time and the name on the reservation so that I can inform the manager on duty for that night. The manager won't sit with you during the tasting, so you're welcome to bring whomever you'd like. Fresko will take care of the cost of 3 entrees - you'll pay for the rest of the food and drinks on your own. You're welcome to speak to the manager on duty about any food or drink questions you may have. However, Anthony will be contacted for specific event questions. After the tasting, please email me with questions and let me know if you're ready to pick your menu.*

*We suggest trying or thinking about a Red and White wine (maybe a beer too) to have on a beverage station for your event - this will avoid people waiting for specialty cocktails. Let me know if you have any questions, thank you!*

**How can I speak to someone on the phone?**

You're always welcome to stop in or call to speak to a manager on duty, however, if you wish to speak to the Event Coordinator then that call should be setup using the link below as they do not have standard office hours:

<https://form.jotform.com/201970411498053>

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***What's the best way to keep in touch and plan?***

Email is the best way to keep in touch – this way we have a record of plans. Please CC all decision makers in an email and plan to Reply All so we can keep a current/accurate email thread until the BEO (what we call our invoice) finalized. We may ask you to loop key people back into the email if they get kicked off. Of course, we can privately discuss surprises that people shouldn't be privy too. That can be in a private email thread or on the phone.

***How much is a restaurant buyout?***

Sunday through Thursday: 4 to Close

Whole restaurant: 15k

Dining room: 10k

Bar: 5k

Friday and Saturday: 4 to Close

Whole restaurant: 25k

Dining room: 20k

Bar: 10k